



**STIRLING TENANTS ASSEMBLY
MEETING HELD IN READING ROOM, KIPPEN,
ON 19th JULY 2016 AT 10.30am**

1. Present:

Richard Waddell, Delia Waddell, Dolly Gemmell, Anna Johnston, Hugh McClung, Philomena McClung, Michael Griffiths, Thomas (Allan) Brown, Kathy Brown, Kirsty Hill (TP Officer).

Apologies:

Ian Anstruther, Duncan Faichney, Alex Lamb, Moira Robertson, Cathy Traynor.

Hugh welcomed everyone to the meeting.

2. Minutes of Meeting held on 21st June 2016:

Acceptance of minutes was proposed by Michael, seconded by Allan.

3. Business arising from Minutes:

- Item 9 (Diary and venues for future meetings) – Meeting on 18th October 2016 to be changed from Mayfield Centre to Cowie. Philomena will arrange booking.
- Item 9 (Diary and venues for future meetings) – Anna apologised for typos at the September and October 2016 meetings – both should read 2016 not 1016.
- Item 10 (AOCB) – Hugh is not going to discuss staff restructuring.

4. Reports:

Chair

- Within the Scottish Government Hugh had attended a full meeting of stakeholders – will keep STA updated.
- National Housing Day is going ahead.
- Hugh is due to meet the new Housing Minister in the near future.

Secretary

- Stirling Local Development Plan – an invitation has been received to be involved on a general basis with the Local Development Plan. Comments to be in by 23rd September 2016. Information events are to be held on 16th August in Dunblane, 18th August in Mayfield Centre, 23rd August in Pleun, 25th August in Killlearn.
- Philomena emphasised the need for everyone to let her know whether or not they will be attending STA meetings.

Treasurer

- Balance on statement £15,657.91. Cheques have been issued, not yet cleared, which will leave a balance of £15,076.26.

5. Customer Satisfaction Survey:

Kirsty has been working to set this up and to enable the STA being able to contact tenants. It depends on how we see it going forward. Options are 1) STA contact tenants who have

already made feedback to a member of staff, or 2) We need clarity from Data Protection staff on how STA can contact tenants who have not spoken to a member of staff. This could be done by booking a room at Allanwater House, Kirsty could contact a tenant and, if tenant is agreeable, pass the call to someone from STA. Information must not leave the office. Hugh felt that if we were to go ahead with contact through an officer it would be time-consuming and duplication would happen. We want to know what tenants are thinking. Philomena wondered if an officer could ask a tenant if they would be happy to be contacted by STA.

To sum up – we are happy about doing phone calls in an office environment but would prefer it if a member of staff could ask a tenant if they would be happy to be contacted by STA.

6. Guidelines and Protocols for use of Stirling Tenants Assembly Website and Facebook:

Hugh circulated copies of Guidelines and Protocols for use of Stirling Tenants Assembly Website and Facebook. These had been prepared by Kirsty and Hugh.

7. Any other competent business:

- Hugh raised a matter of confidentiality which he requested should not be minuted. This was discussed.

8. Date of next meeting:

Next meeting will be held on 16th August 2016 at the Travellers' Site in Stirling.

Hugh closed the meeting and thanked everyone for attending.